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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Account Technician Trainee job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. ERROR RECOGNITION****(10 Questions)**

Employees in this job must be able to compare sets of figures to find and reconcile discrepancies and verify data when working with documents, reports, ledgers and journals. This section of the exam presents an exercise to test your ability to review and compare two sets of data and determine which data pairs are identical. Data to review includes:

- Social security numbers;
- Names and addresses;
- Technical terms;
- Random number strings.

**II. MATHEMATICS****(20 Questions)**

Employees in this job must be able to perform basic mathematical computations including those involving decimals and percentages. This skill is applied when totaling entries, maintaining and balancing journals and ledgers, preparing reports and collecting money. Mathematical operations and concepts addressed in the questions include:

- Percentage increases/decreases;
- Computations involving addition, subtraction, multiplication and division;
- Computations involving monetary amounts;
- Practical applications of mathematical reasoning.

**III. ALPHABETIZING****(5 Questions)**

Employees in this job are responsible for classifying and filing material such as documents and records. In order to successfully perform this task, it is necessary to possess the ability to place documents in alphabetical order according to name, subject, etc. This section tests your ability to alphabetically file materials. The questions in this section require you to:

- Place names in the proper alphabetical order;
- Determine where a particular name should be filed within a group of names.

#### **IV. NUMERIC FILING**

**(5 Questions)**

Employees in this job are responsible for classifying and filing material such as documents and records. In order to successfully perform this task, it is necessary to possess the ability to place documents in sequential order according to control number, invoice number, date, purchase order number, etc. The questions in this section require you to:

- Place numeric data in the proper order from lowest to highest;
- Determine where a particular number should be filed within a group of numbers.

#### **V. OFFICE PRACTICES AND PROCEDURES**

**(10 Questions)**

One of the main responsibilities of an employee in this job is to perform routine office functions. These functions include maintaining a file system for reference information, processing forms and records, reviewing and updating files and preparing and reviewing correspondence for accuracy and compliance. This section of the exam tests your knowledge of these basic office functions. Test question topics include:

- Office systems and theory;
- Filing procedures: cross referencing, chronological, alphabetical and numerical filing;
- How to properly handle confidential information.

#### **VI. BOOKKEEPING**

**(10 Questions)**

Employees in this job must possess the knowledge of bookkeeping principles and procedures utilized in maintaining and balancing ledgers and journals, posting and tracing. Test question topics include:

- Balancing a ledger;
- Bookkeeping terms.